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Attorney Docket: 10991148-1

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of  
Q. CHEN ET AL.  
Serial No.: 09/523,446  
Filing Date Mar. 10, 2000  
For: OLAP-Based Customer  
Behavior Profiling  
Method and System

Art Unit: 2175

Examiner: WU, YICUN

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AUG 23 2002

## Technology Center 2100

Honorable Commissioner Of  
Patents And Trademarks  
Washington, DC 20231

AMENDMENT AND RESPONSE TO OFFICE ACTION  
DATED APRIL 10, 2002

In response to the Office Action dated April 10, 2002, please enter and consider the following amendments and remarks:

IN THE CLAIMS

Please cancel claims 1, 19, 21, and 26.

Please amend the following claims:

## REPLACEMENT CLAIMS:

2. A method as in claim 27 wherein said data warehouse has a call table and a profile table, wherein the step of generating a calling profile cube based on the records further comprises the steps of:

retrieving records from the call table and based thereon generating a snapshot cube representing the records from the call table, said snapshot cube having predetermined dimensions;